

PROVIDER BULLETIN

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PROVIDERS FROM CENCAL HEALTH

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PROVIDER NEWS

2023-2025 CenCal Health Strategic Plan: Working with community partners to fulfill new Vision

CenCal Health is pleased to share our 2023-2025 Vision and Strategic Plan which prioritizes working with you, our provider partners. CenCal Health’s new Vision is:

To be a trusted leader in advancing health equity so that our communities thrive and achieve optimal health together.

Our Strategic Plan focuses on the following priorities: to cultivate community partnerships, advance quality, and health equity for all, and expand our service role and reach through the transformational and ground-breaking CalAIM program. This requires that we organize for impact and effectiveness both now and in the future. The guidance this Plan offers and the priorities it sets have been thoughtfully considered through a broad and inclusive process that extended to a wide array of stakeholders, including provider partners, community-based organizations, local stakeholders, and the members we serve.

Within CenCal Health, we are committed to achieving our Strategic Plan, recognizing that it serves as an important framework going forward. The Plan includes **objectives and the working strategies that will get us there.**

The value of a local health plan to Santa Barbara and San Luis Obispo Counties is more important than ever. As we turn our attention to the journey we collectively embark on over the next three years, we look forward to collaborating closely with you, the providers that work so tirelessly to improve the health and wellbeing of our communities.

To read CenCal Health’s full 2023-2025 Strategic Plan go to cencalhealth.org/strategicplan.

Sign-up to receive email notifications

CenCal Health shares news regularly to keep contracted providers informed about upcoming trainings, Medi-Cal updates, CenCal Health campaigns and resources, regulatory requirements, and more!

If you’re not already receiving our email publications, you can sign up for our digital news updates at cencalhealth.org/providers/provider-bulletin-newsletter/



**CenCal Health Holiday Closures:
Thursday, Nov. 24 & Friday, Nov. 25, 2022 (Thanksgiving)**



Watch our Cultural Competency & Health Literacy training today!

The CenCal Health Cultural and Linguistic (C&L) Services Program strives to provide culturally and linguistically appropriate health care and services for our members regardless of race, color, national origin, ethnic group identification, creed, ancestry, religion, language, age, marital status, sex, sexual orientation, gender identity, health status, physical or mental disability, or identification with any other persons or groups.

To reduce health disparities and bridge language barriers, CenCal Health covers interpreting services and written information in other formats for all Limited English Proficient (LEP), deaf or hard of hearing members, and for members with disabilities. Additionally, CenCal Health ensures that all members have access to health care providers and services in their language of choice when accessing covered services.

Under federal and state regulations, as well as CenCal Health requirements, contracted providers must adhere to the following standards:

DO:

- Offer qualified interpreters, at no cost to members.
- Document every patient's language in their medical record.
- Document in the medical record if the patient refuses an interpreter and prefers to use a family member or friend.

DO NOT:

- Require patients to bring their own interpreters.
- Suggest that patients use a friend or family member to interpret.
- Use untrained interpreters.

To further the goals of reducing health disparities and bridging language barriers, CenCal Health provides Cultural Competency and Health Literacy tools to improve provider-patient communication. We recommend you share our recent learning series on this topic with your staff. To reference CenCal Health's interpreter service resources, please visit our website at cencalhealth.org/providers/cultural-linguistic-resources/

Developmental Screening



If a child has a developmental delay, it is important to identify it early so that the child and family can receive needed intervention services and support.

For the calendar year 2021, children aged 1 in San Luis Obispo County received a developmental screening at a lower rate (12.30%) than children in Santa Barbara County (40.27%).

As healthcare providers, you play a critical role in monitoring children's growth and development and identifying problems as early as possible.

The American Academy of Pediatrics (AAP) recommends that healthcare providers:

- Monitor the child's development during regular well-child visits.
- Screen children with evidence-based screening tools, such as the ASQ-9, to identify any areas of concern that may require further evaluation at 9 months, 18 months, and 30 months.
- Ensure that more comprehensive developmental evaluations are completed if risks are identified.

You can bill CenCal Health for developmental screening using the CPT code 96110.

**Don't wait!
Keep up on developmental screenings starting today!**

Blood-Lead Testing of Young Children

Lead poisoning is one of the most common and preventable environmental diseases in children, with low-income and minority children disproportionately affected. No level of lead exposure is considered safe. The good news is that childhood lead poisoning is 100% preventable.

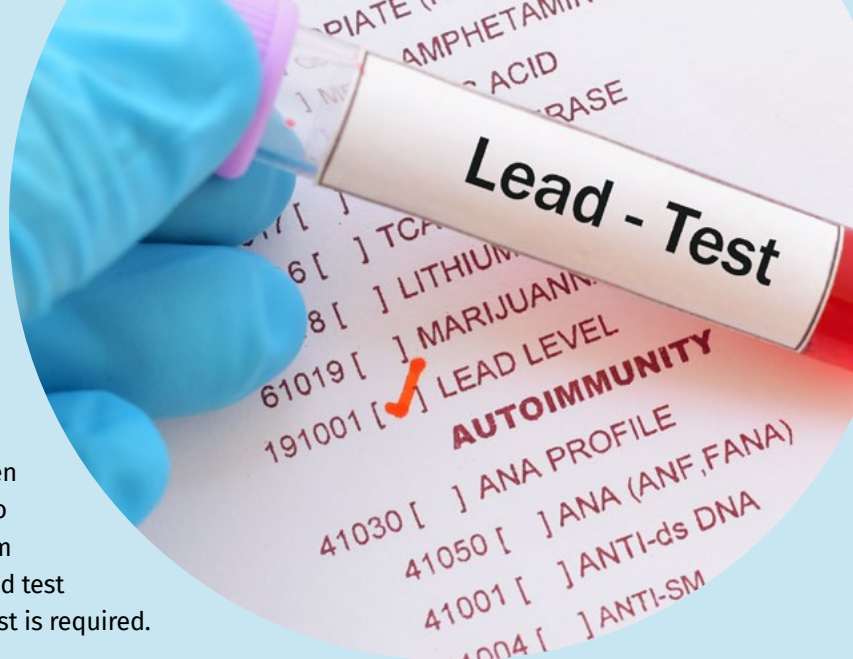
Federal and State law requires blood lead testing on all children in publicly funded programs at 12 and 24 months of age. Talk to parents about potential exposures at every well-child visit from 6 months to 6 years of age. If a child has never had a blood lead test before the age of 6 or has likely been exposed, a blood lead test is required.

Tips

- Add an alert in your EMR system or the patient's chart to test for lead exposure
- Utilize CenCal Health's "Members due for lead testing" reports available within the Gaps in Care Report located within the Provider Portal web.cencalhealth.org/Account/Login
- Offer point-of-care lead testing in your office
- Providers should bill for lead screening using CPT code 83655

As a reminder, lead testing is one of the priority measures in CenCal Health's new Quality Care Incentive Program.

For more information, you can go to cencalhealth.org/providers/care-guidelines/epsdt-services/lead-screening/ or contact CenCal Health staff at QCIP@cencalhealth.org



BEHAVIORAL & MENTAL HEALTH SERVICE REMINDERS

Behavioral & Mental Health Service Reminders

Referring members for ABA services?

When referring CenCal Health members for Behavioral Health Applied Behavior Analysis (ABA) treatment services, please ensure that you are selecting a contracted ABA provider that can meet the availability of the member you are referring for services. You can locate these details on the CenCal Health Provider Directory online at providir.cencalhealth.org.

Are you an ABA Provider seeing a new member for services?

Please ensure that you are contacting members upon receipt of new referrals and submit a Medical 50-1 TAR for the requested FBA hours prior to starting services. For additional resources go to cencalhealth.org/providers/behavioral-health-treatment-and-mental-health-services/behavioral-health-treatment-aba-provider-resources/.

Is your availability for new members up to date?

Please ensure that you are keeping your availability current with CenCal Health so we can continue to coordinate care for our CenCal Health members to see you. You can locate these details on the CenCal Health Provider Directory online at providir.cencalhealth.org. Please either email CenCal Health's Behavioral Health team at BHProviderUpdates@cencalhealth.org if updates are required, or select "See a problem? Click here to let us know" next to your entry on the provider directory.

In addition to updating your availability within our provider directory, we recommend that your outgoing voicemail message indicate if you are unable to accept new CenCal Health members. By doing this, our members can quickly locate a new mental health provider that has appointment availability.

Coding for Social Determinants of Health (SDOH)

Consistent and reliable collection of SDOH data is vital to identify ways to support our members. There are several health-related social factors that can be improved through the analysis of member characteristics, health, social, and risk needs. We need your support in helping us identify health disparities, and their root causes, that are negatively impacting our members' health.

All Providers should include SDOH codes in their billing so that CenCal Health can better identify members' needs and find solutions to help them thrive and achieve optimal health.

Below is a list of priority codes as provided by DHCS today. For a comprehensive and up-to-date list, please go to: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-009.pdf>

Code	Description
Z55.0	Illiteracy and low-level literacy
Z58.6	Inadequate drinking-water supply
Z59.00	Homelessness unspecified
Z59.01	Sheltered homelessness
Z59.02	Unsheltered homelessness
Z59.1	Inadequate housing (lack of heating/space, unsatisfactory surroundings)
Z59.3	Problems related to living in residential institution
Z59.41	Food insecurity
Z59.48	Other specified lack of adequate food
Z59.7	Insufficient social insurance and welfare support
Z59.811	Housing instability, housed, with risk of homelessness
Z59.812	Housing instability, housed, homelessness in the past 12 months
Z59.819	Housing instability, housed unspecified
Z59.89	Other problems related to housing and economic circumstances
Z60.2	Problems related to living alone
Z60.4	Social exclusion and rejection (physical appearance, illness, or behavior)
Z62.819	Personal history of unspecified abuse in childhood
Z63.0	Problems in relationship with spouse or partner
Z63.4	Disappearance & death of family member (assumed death, bereavement)
Z63.5	Disruption of family by separation and divorce (marital estrangement)
Z63.6	Dependent relative needing care at home
Z63.72	Alcoholism and drug addiction in family
Z65.1	Imprisonment and other incarceration
Z65.2	Problems related to release from prison
Z65.8	Other specified problems related to psychosocial circumstances (religious or spiritual problem)

The new “Claims Status Report” is now available on the Provider Portal

We continue to enhance the claims section of our provider portal by making it easier and more efficient for you. The new report will provide easier resources when locating your claims status details, as well as an export feature for the report data. This new feature will replace the following reports that billers may utilize on a regular basis:

- Claim Report
- Claim Status
- Daily Claims
- Patient Profile Report

If you need assistance, please contact the CenCal Health Claims Customer Service team at (805) 562-1083. In addition, please watch our quick video tutorial which shows you how to utilize this new report online cencalhealth.org/providers/claims/ under the ‘CenCal Health Provider Portal’ tab.

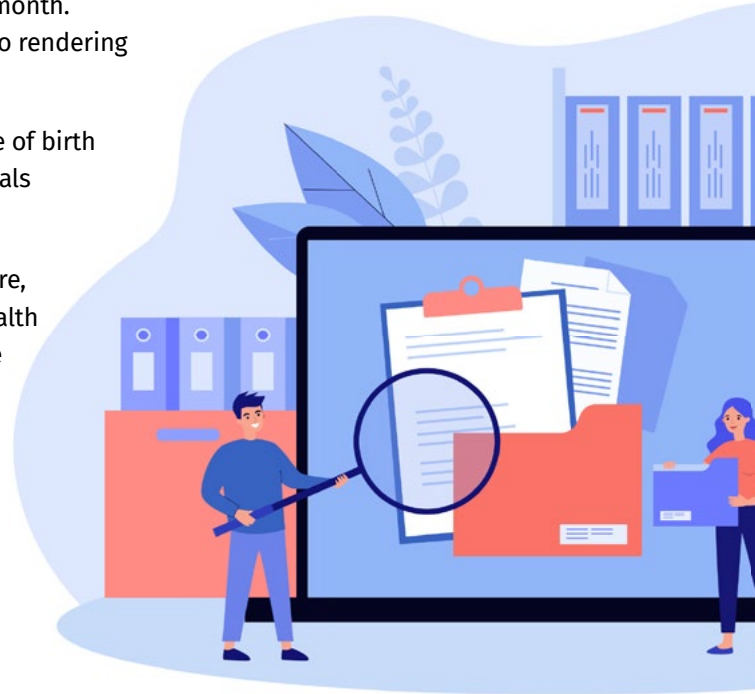
Reminder: Checking Member’s Eligibility

A CenCal Health member’s eligibility status can change from month to month. To prevent claims denials, member eligibility should be checked prior to rendering services for CenCal Health members.

When submitting claims to CenCal Health, the member’s name and date of birth must match how it appears on the eligibility record to prevent any denials or rejections.

Additionally, if the member has Other Health Coverage (OHC) or Medicare, you must bill the member’s primary insurance first and then CenCal Health as secondary, unless the CPT or HCPCS codes are listed on the Medicare or OHC Non-Covered list.

- Medicare Non-Covered Services can be found in the Medi-Cal manual section under “medi non cpt” and “medi non hcp.”
- Other Health Coverage Non-Covered Services can be found in the Medi-Cal manual section under Other Health Coverage (OHC): CPT and HCPCS Codes



Contacting CenCal Health Claims Representatives with Claims Inquiries

CenCal Health’s Claims Customer Service Representatives are available to assist with claims inquiries and any questions related to claims status.

To reach a Claims Customer Service Representative, please contact 800-421-2560 extension 1083 or send your request to cencalclaims@cencalhealth.org.

Please remember that e-mail correspondence must be sent securely or contain only the Claim Control Number (CCN) and no protected health information.

Enhanced Care Management (ECM): Referrals and New Populations of Focus

Referring Members to ECM

CenCal Health launched the CalAIM ECM benefit on July 1, 2022. The overall goal of ECM is to provide comprehensive care and achieve better health outcomes for our most vulnerable members through coordinated care management services. CenCal Health is committed to identifying and providing ECM services to all members that are eligible for the program.

Eligible members have been identified using several different internal and external data sources, such as:

- Enrollment data
- Encounter data
- Utilization data
- Social Determinants of Health data
- ECM Referrals

Providers are welcome to refer members who may benefit from ECM! ECM Referrals can also be submitted by members or their Authorized Representatives, Community and Government agencies. To submit a referral request for ECM, <https://qrc0.de/bdVy9S>, or call our Member Services Department at 1-877-814-1861. We ask that you please allow ten (10) business days to determine eligibility and assign an ECM provider for Member Outreach.

Primary Care Providers (PCP) are an integral part of the member's care coordination team and will be notified when an ECM eligible member has been enrolled in the ECM program. The notification will include name and contact information of the member's assigned ECM providers.

ECM Phase Two Populations of Focus

In addition to those already eligible for ECM services, CenCal Health expand ECM services to the following new ECM Populations of Focus (POFs) effective 1/1/2023:

- Adults living in the community who are at risk for Long Term Care and;
 - ⇒ Who meet Skilled Nursing Facility level of care or;
 - ⇒ Require lower-acuity skilled nursing such as medical and nursing services, supports and/or equipment for prevention, diagnosis, or treatment of acute illness or injury and;
 - ⇒ Have a complex social or environmental factor influencing their health and can reside continuously in the community with wraparound services

ECM provides the following care coordination support, in collaboration with member's care team:

- ⇒ Coordinate all aspects of member's care physical, behavioral, developmental, oral, vision, Long Term Services and Supports, and social needs
- ⇒ Identify and connect the member to wraparound services and supports that will ensure the member is setup to live continuously in the community
- Nursing Home residents transitioning to the community who are interested in moving out of the institution and are likely candidates to do so successfully by being able to reside continuously in the community.

ECM provides the following care coordination support, in collaboration with member's care team:

- ⇒ Provide linkage to address all needs of the member, including coordinating with local housing agencies
- ⇒ Identifying the least restrictive community housing option
- ⇒ Partner with those involve with the member, their family, and friends (as requested), legal representative (as applicable), and the interdisciplinary care team, the SNF discharge planner, PCP and any other relevant clinical, behavioral health, and social work staff
- ⇒ Assist in coordinating ongoing medical care that may be needed, and other community-based services to ensure the member will be able to transition and reside continuously in the community

If you are interested in becoming an ECM Provider or want to learn more about ECM, please call our Provider Services team at (805) 562-1676 or email ecmandcs@cencalhealth.org

Apply for CalAIM Incentive Payment Program (IPP) Funding today!

The Department of Health Care Services has made available an Incentive Payment Program (IPP) to support the development and expansion of Enhanced Care Management (ECM) and Community Supports (CS) services. CenCal Health has been awarded funding from DHCS through IPP.

CenCal Health is pleased to open the application process for IPP funding, available to current and interested ECM and CS providers! The application and more information can be found on the CenCal Health IPP website.

All funding should support the development and expansion of sustainable ECM and CS services for CenCal Health members.

Applications will be accepted on a rolling basis. Applications received before the 15th of each month will be reviewed at the following month's IPP Review Committee meeting.

Interested in learning more? Contact IPP@cencalhealth.org or go to cencalhealth.org/providers/calaim/incentive-payment-program/ and download the Incentive Payment Program Funding Application today!

Join us for the Next CalAIM Enhanced Case Management and Community Supports Provider Roundtable

Once every three weeks, CenCal Health hosts virtual roundtable discussions with our ECM and CS provider partners on topics of interest as well as CenCal Health process updates.

The next ECM and CS Provider Roundtable will focus on housing services and will be held on December 1, 2022, from 12:00-1:00 p.m.

These meetings require pre-registration to attend. Please contact CenCal Health ecmandcs@cencalhealth.org to receive registration and invitation details.

Community Supports: New Medically Tailored Meals Resources!

CenCal Health has created a Medically Tailored Meals (MTM) PCP Member Eligibility List that will make it easier for PCPs to identify members who are eligible for MTM services. MTM services provide nutritious meals tailored to members' chronic medical conditions and are delivered to their door weekly.

Your Provider Services Representatives will be visiting offices to provide PCPs with a list of eligible members and a MTM Quick Reference Guide. These resources will help you and your team identify your members who are eligible to receive this service as well as provide you support when submitting an authorization request.

For more information on MTM or to order MTM Quick Reference Guides contact the Provider Services Department at (805) 562-1676. Referral forms can be found at cencalhealth.org/~media/files/pdfs/providers/for-providers/directories-and-guides/community-supports-medically-tailored-meals-20220608.pdf?la=en, and can be faxed to (805) 681-3039.

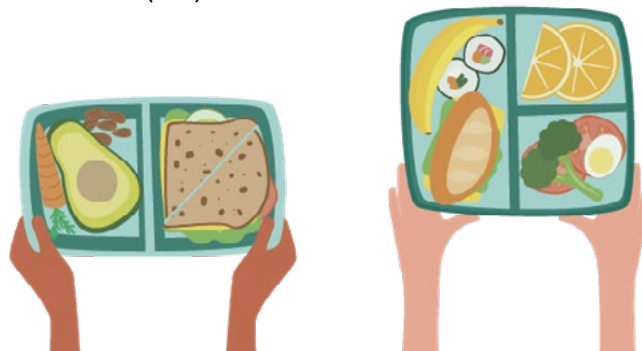
Reminder that MTM services are available for members with eligible chronic conditions in need of dietary support. A member is considered eligible if:

- They have one of more of the following diagnosis:
 - ⇒ Diabetes, with A1c9 or higher
 - ⇒ Chronic kidney disease, Stages 3 or 4
 - ⇒ Congestive heart failure, Stages C or D

And

- Have been discharged from a skilled nursing facility, had an ED visit, or inpatient stay within the last six months.

For more information, please contact the Community Supports team by phone at (805) 562-1698 or visit cencalhealth.org/providers/calaim/. Referrals for MTM can be faxed to (805) 681-3039.





November 2022 Provider Bulletin



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- Claims Services (805) 562-1083
- Pharmacy Services (805) 562-1080
- Health Services (805) 562-1082
- Member Services (877) 814-1861
- Behavioral Health (805) 562-1600

Please scan the QR code to sign up to receive provider news by email.



How is CenCal Health doing? We want to hear from you!

Every year, CenCal Health conducts a Provider Satisfaction and Needs Assessment Survey. This survey measures provider satisfaction with various health plan processes and resources, the effectiveness and accessibility of the staff in each department, and satisfaction with CenCal Health overall.

Key findings and trends are closely tracked year over year, and we are committed to improve our customer service at CenCal Health. Look for details soon on our website about how to participate in this important survey and be entered to win one of several prizes for your office!



<https://qrco.de/bdVyD7>